



You Said, We Will

Dedicated Service Review

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You Said, We Will



- Thank you for taking part in the Dedicated Service review and for sharing your views with us.
- We had lots of positive feedback about the service, and we know that people value the support, but we heard lots of suggestions for things we can improve.
- This document sets out what we will be doing over the next six months to address what we have heard from you through the review.
- In particular, we want to focus on continuing to support you in the most personalised way possible while also:
 - **Increasing your choice and control** over the support you receive.
 - **Targeting support more effectively** for those of you who need it most.
 - **Improving communications** and creating more opportunities for you to share your views with us.
- The following pages set out the changes we are planning in each of the key areas of the service:
- The role of your Dedicated Service Worker and Support Plans
 - Individual Services
 - Commissioned Services
 - Education Services
 - Communication and shaping the service
 - Who delivers the service, eligibility and support beyond 2024
- Any changes that we make will be gradual and at a pace you are comfortable with, and everyone will be supported through them.

The Role of the Dedicated Service Worker



You said

You value your relationship with your Dedicated Service Worker and the support they provide. You want Dedicated Service Workers to remain a key part of the service, but you also think that we could do more to target support more to those who need it most.

We will

- Make sure that you all still have access to your own Dedicated Service Worker who you can go to for support when you need it.
- Target support towards those who need it most, ensuring that support is flexible and that we make the best use of Dedicated Service Workers' skills to provide additional support to people who need it.
- Make systems and processes simpler so you can take more control over your own recovery.

What will change

- If you need additional help, we will target support to you and your family. This might mean that you are supported by other members of the team as well as by your Dedicated Service Worker.
- If you don't need as much support, you will have more flexibility to direct your own support without having to ask your worker to do things for you.

What will stay the same

- Everyone who wants one will still have their own named Dedicated Service Worker who you can go to for support.
- This means maintaining frontline staffing budgets but doing more with the staff we have and reducing management costs where we can.

Timescales: More flexible, targeted support from Dedicated Service Workers will be in place from **April 2022**, with changes made sooner wherever we can.

Support Plans



You said

Support plans help you to identify the care and support you need at any given time but they could be more flexible and personalised, helping you to identify specific areas that are important to you.

We will

- Make support plans more flexible, giving you more control over setting your priorities and identifying the specific support you need.
- Change the support plan so that you can choose an existing area (e.g. Health, Housing or Education) or identify others that fit better with your personal recovery journey.
- Support you to fill in your own support plan so it reflects your needs and helps you make the progress you want, using technology to make this as easy as possible.

What will change

- The support plan will look different and there will be more ways for you to complete it.
- You will have access to an online form with drop-down boxes to make this as simple as possible and include suggestions for support and other things that you might find helpful.
- You will be encouraged to complete your own support plans wherever you feel comfortable doing so and we will make sure everyone has all the information they need to help them with this.

What will stay the same

- Your Dedicated Service Worker can still complete your support plan with you if you need help, especially if you don't feel comfortable using a computer.

Timescales: New systems and a new support plan template will be in place from **February 2022**.

Individual Services



You said

IS was important in giving you more choice and control, but you felt the current system could be improved. You wanted to be able to access IS without needing to contact your DS Worker and you wanted the process to be quicker and easier. You said that you would be comfortable with online solutions and a pre-approved menu of services if it would help with this. You understood that we need controls on how the funds are spent but wanted clearer guidance from the service on what IS can and can't be used for.

We will

- Launch an online solution that will allow you to request a range of pre-approved services much more quickly and without going through your Dedicated Service Worker.
- Provide more clarity and greater choice about how you can use your Individual Services, while putting stronger controls in place to deal with cases where people repeatedly use them for things that aren't allowed.
- Provide more suggestions and examples of services you could use your Individual Services to pay for, based on best practice and what we hear is helping other bereaved and survivors.

What will change

- A new system for Individual Service requests, with a streamlined self-service process, will mean you won't have to ask your Dedicated Service Worker for pre-approved services. The system will also let you see how much money you have available at any given time.
- Self-service requests that meet the criteria will be approved much more quickly than current IS requests (within two working days). Requests submitted manually or that are outside the pre-approved menu will still take up to two weeks.

What will stay the same

- Everyone who is eligible will still have access to Individual Services and you will still be able to use them to support with needs that are specific to you and your family.
- You will still be able to request any service that is not on the pre-approved list, as long as it is in line with the Commissioning Policy.

Timescales: A new more flexible, self-service process and a revised policy for Individual Services will be in place from **April 2022**.

Commissioned Services



You said

Many of you had good experiences with Commissioned Services, but lots of you were not aware of the full range of services available. You felt that we should continue to commission services centrally, but there was also support for giving people more control and flexibility over the support they access.

We will

- Introduce ringfenced Commissioned Services budgets for individuals in specific areas (e.g. therapeutic support) that you will be able access using a prepaid card. We will do this instead of commissioning specific services from a small number of organisations.
- Use this new system to increase choice and control and provide greater flexibility for people to choose support that meets their individual needs, including for people who do not live in RBKC.
- Share regular information via email and newsletter about DS and other services with all bereaved and survivors, including ideas and suggestions for what you might use your Individual Services or Commissioned Services budgets for, based on what we know has worked for other people

What will change

- You will have access to ringfenced funds that will work in a similar way to Individual Services but that are for specific types of services, like therapeutic support. These specific areas will be clearly defined so that you know what kinds of services you can use these funds for.
- You will be able to choose to purchase support from any provider that offers a particular type of support, but we will offer recommendations and suggestions which you can use if you want to.
- You will receive monthly newsletters by email reminding you of what is available and offering suggestions for other support you might find useful, so you don't have to rely only on your Dedicated Service Worker.

What will stay the same

- We can still help you to find the right type of support for you, while providing more choice and control for everyone so that you can make decisions that are right for you.
- A small number of services will continue to be commissioned centrally where it makes sense to do this.

Timescales: A pilot programme for therapeutic services will launch in **December 2021**, with a new Commissioning policy and approach in place from **April 2022**, in line with changes to Individual Services.

Education Services



You said

Many of you had accessed support from the DS Education Service and have been supported in a range of ways. However, we heard clearly that more could be done to ensure that we are reaching all families with children who might benefit from support in this area and that we are clear about what is on offer. We also heard suggestions directly from children and young people about ways we can communicate better with them and involve them more in shaping the support that is available.

We will

- Make sure that the Education Service supports the aspirations of each young person, working to widen the offer to take into account their different needs. This includes targeting support to those who need it, including those who are sitting GCSEs and A-Levels.
- Work with Health and other agencies to increase our focus on the links between young people's attainment and their emotional health and wellbeing, ensuring we work with Health and other agencies to provide the full range of support.
- Work with the new Youth Forum to plan provision through to 2024 so that the support we offer meets the needs of the cohort and has the voices of young children at its heart.
- Signpost more effectively to other provision that is available in the borough and find new ways to communicate with parents and young people to make sure you know exactly what is available.

What will change

- A new Youth Forum will be established with a budget to ensure that they are directing how we commission for young people.
- Children and young people over 12 will start to receive information directly from the service to empower them further to make decisions with you, about what will work for them.

What will stay the same

- You will still be able to access dedicated, tailored education support from the Education Service in the same way as you are doing now.
- You will continue to receive regular information about the support that is on offer in this area.

Timescales: The Youth Forum was launched in **October 2021** and a new offer for young people preparing for GCSEs and A-Levels will be in place from **January 2022**. Direct communications to young people over 12 will begin in **April 2022**.

Who delivers the service, eligibility and support beyond 2024



You said

The vast majority of you felt comfortable with the current model, where some of the Dedicated Service is delivered directly by the Council and some services are delivered by other organisations. You felt that now was the right time to stop considering applications to the service from people who do not automatically meet the eligibility criteria. We heard clearly that, wherever possible, we should set funding aside from the current DS budget to provide support beyond March 2024.

We will

- Create more personal choice and control within the service to make it as easy as possible for everyone to access, including those who might not feel comfortable with the current model or with accessing support from the Council.
- Review the eligibility policy in line with the feedback we received, ensuring that access to the service is limited to those who automatically fit the eligibility criteria, removing any further discretionary decisions.
- Continue making the service as efficient as possible, making savings where we can and setting money aside to support future provision beyond March 2024.
- Carry out another review in mid 2023 to look at what support we can provide beyond March 2024, using the funding we have managed to set aside.

What will change

- You will have more choice and flexibility to interact with the service in whatever way works best for you and won't have to rely as much on your Dedicated Service Workers.
- The service will no longer accept applications from people who do not automatically fit the eligibility criteria.

What will stay the same

- The Council will still deliver some services directly and won't be commissioning another organisation to deliver the whole service.
- Everyone who is currently eligible for the service will still be able to access it in the same way.

Timescales: A clearer eligibility policy will be in place from **December 2021**. We will agree a plan to save money in the next financial year where we can (while taking into account the need to provide support now) by **March 2022**. We will start conversations with bereaved and survivors in **2023** about the longer-term future of the service.

Communication and shaping the service



You said

We could communicate better with you all about the range of support available from the Dedicated Service, through channels that people feel comfortable with. We should build on what is in place already to create more opportunities for people to share their views with us and scrutinise and challenge the service.

We will

- Check in regularly with you to ensure you are receiving the right kind of support in a way that works for you, creating new opportunities for formal and informal feedback about the service. These will include face-to-face drop-ins in places which are convenient for you.
- Carry out regular surveys and case audits and review complaints about the service to ensure we are hearing as wide a range of feedback as possible.
- Continue to work with the Dedicated Service Steering Group to shape and steer the service, giving all bereaved and survivors the opportunity to put themselves forward for the group on an annual basis.

What will change

- You will receive more regular, more consistent communication from the service via multiple channels and in a range of languages. As part of this, we will develop and share a monthly newsletter that will include all the key information and updates you need.
- You will be able to attend regular drop-in sessions open to all bereaved and survivors to create more opportunities for you to share your views and concerns.

What will stay the same

- You will continue to receive communication regularly via letters, e-mails, WhatsApp and through Dedicated Service Workers.
- We will continue to work closely with the Steering Group to ensure that the voice of bereaved and survivors is at the heart of everything that we do.

Timescales: We will communicate with bereaved and survivors regularly throughout the next stage of the review. Regular newsletters will begin in **December 2021** and management drop-in sessions will start in **January 2022**. A new Steering Group will be in place in **March 2022**.

How to contact the Dedicated Service

If you would like to be involved in making any of the changes mentioned, or would like to give us your feedback, you can email
dsreview@rbkc.gov.uk

You can find a full write up of the first phase of the consultation with detailed analysis of the results for each question in the survey. This is available on the Dedicated Service website [here](#) or by typing:

<https://www.grenfelldedicatedservice.org/post/dedicated-service-consultation-review>.

